

FOR IMMEDIATE RELEASE

Astea Grows Organization to Meet Service Industry Needs; New Directors and Managers Appointed

(May 23, 1994 -- Chalfont, PA) -- Astea International Inc. announced today the appointment of a director and two senior managers within its Customer Services department.

Vice President of Customer Services Charlie King announced three appointments to his organization. **Fran Laliberte** was named **Director of Professional Services**. Over the past year, Fran managed the custom development efforts for some of Astea's largest implementation projects and has achieved great success in the area of customer satisfaction and on-time deliveries. He will bring this same customer satisfaction focus to Astea's Professional Services Organization. In addition to this new assignment, Fran will continue to be responsible for custom development activities.

Jim Foehner has been named **Manager of Customer Support** and has responsibility for all the department's activities, including the DISPATCH 1™, FIELDWATCH®, HELPDESK-1™ and PowerHelp™ products. Jim has extensive training on Astea systems and brings a unique perspective to the department ... he sat in the customer seat. A former MIS director, Jim experienced the user's side of software automation and can empathize with and address customer concerns.

Accentuating Astea's commitment to quality, **Jon Minder** joined the company as the **Manager of Product Assurance**. Jon has had a highly successful career in software quality assurance and software development. In this new position, he will be managing the Quality Assurance efforts for all standard, custom, and maintenance programming. Jon will be responsible for all aspects of product quality, from software design to final delivery to customers.

-more-

Comments King, "Astea, and the Customer Services group, are facing great challenges right now. The IT market is moving quickly and Astea prides itself in staying ahead of the competition. The significant investment we make in supporting new releases, new technologies, and on-going maintenance projects will have tremendous impact on our customers' success and on our future growth.

"We are committed to providing quality products and services, and will continue to grow the organization in order to meet the changing needs of the marketplace."

Astea International is the world's leading supplier of integrated customer service software to the services management marketplace. The company's software systems are used by more than 500 domestic and multi-national companies representing a broad cross section of service and distribution operations. In 1993, Astea was ranked #311 in *Inc.* magazine's list of the country's 500 fastest-growing, privately-held companies. The company is headquartered in Chalfont (Pennsylvania) with regional offices in Bedford (Massachusetts), Los Angeles, and San Mateo (California), and international affiliates in Europe and the Pacific Rim providing sales, service, and support on a worldwide basis.

-30-

Press Contact: Marlene Gascia-Cochrane, Astea International, (617) 275-5440